Unemployment Insurance Fund

COVID-19 TERS - EMPLOYEE APPLICATION

USER GUIDE

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Background

The Minister of Employment and Labour has announced measures that the Department will put in place to contain the spread of the Corona Virus (Covid-19) and its impact on UIF contibutors.

In line with the above regulation, the Minister has announced measures that the Department will put in place under the current special circumstance relating to the Corona virus (COVID-19) and its impact on UIF contributors. The Unemployment Insurance Fund will assist affected workers through existing benefits including Illness, Reduced Work Time, Unemployment and Temporary employer/ Employee Relief Scheme (TERS) benefits.

The Unemployment Insurance Commissioner, after consultation with Unemployment Insurance Fund Executive, has also developed a COVID-19 Temporary Employer/ Employee Relief Scheme (COVID19TERS) to contribute to the containment of the Corona Virus and its impact.

The following is a quick user guide on how to navigate through Ufiling to access the COVID-19 TERS Employee Benefit which assists Employees to claim UIF relief. Employee applications are for the smaller employers who employ less than 10 staff.

Step by Step Guide:

Home Page

1. **For Employer Application** :

   System will route you to the following URL for Employers - https://uifecc.labour.gov.za/covid19/

2. **Employee Application** :

   User must login or register to uFiling.
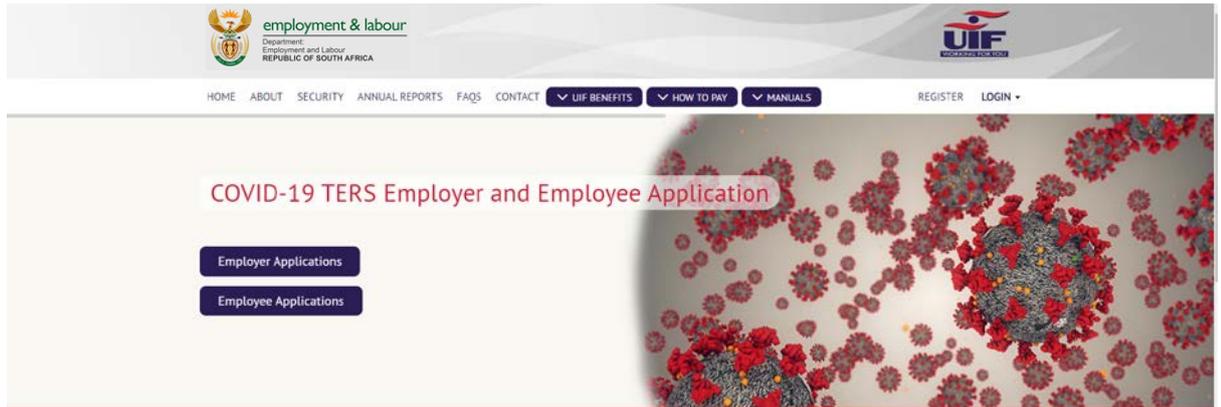
Log In

Enter UserName and Password

- **Unregistered Users**
  - o Click button to Register as "New User"
- **Registered Users**
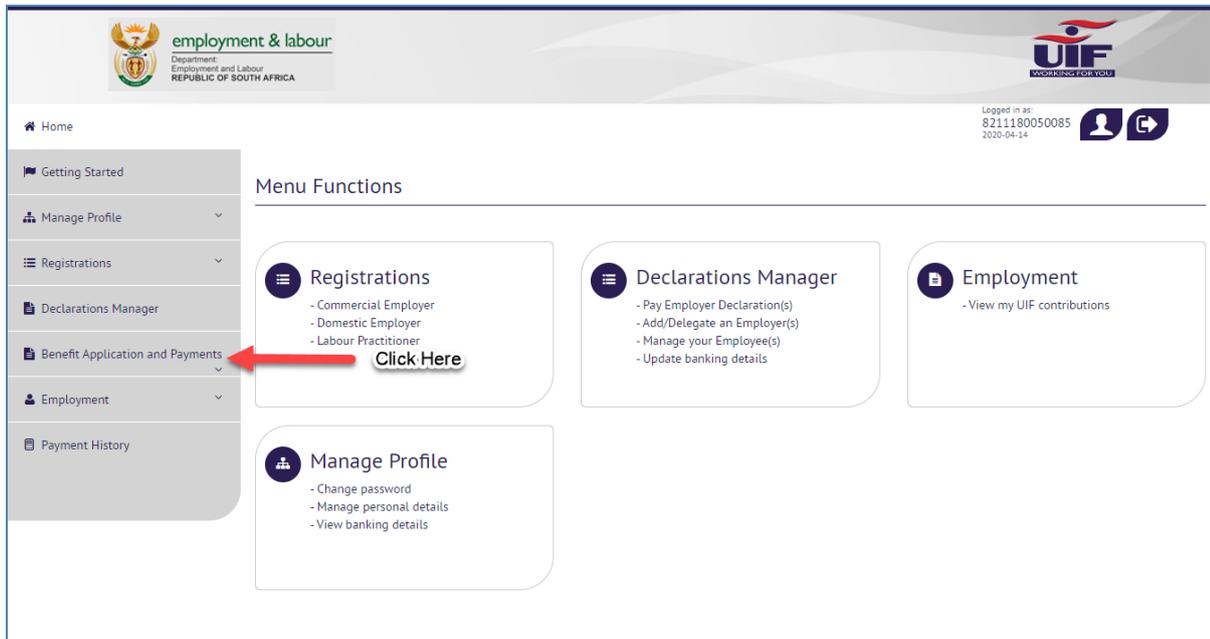 - o Enter UserName
  - o Enter Password

o

Log In

Select Benefit Application and Payment

➕ User is prompted to select "Benefit Application and Payment" on the left tab

Select COVID-19 TERS Benefit

- A drop down menu will appear

- User must then click on "COVID-19 TERS Benefit
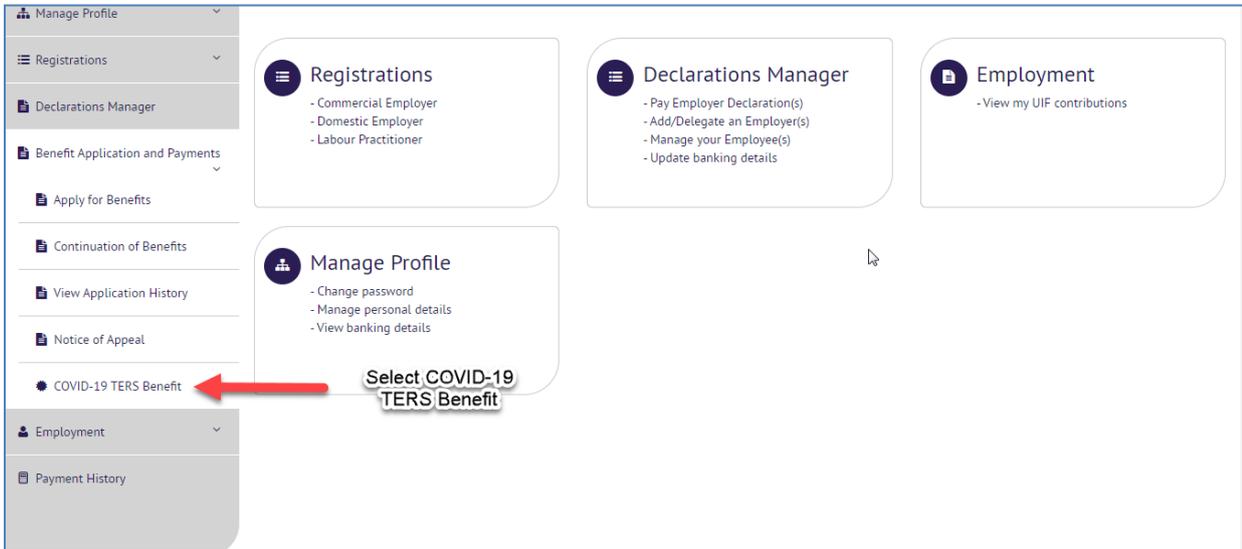
User Application

- The user has two options on the drop down

  - o **Apply** – which allows the user to start the application process

  - o **Application History**- this allows the user to view history of Applications submitted

Application Criteria

- The Application consists of 5 short sections
  - **Before You Start –** This tab explains the application process as well as documents that are required in order to submit
  - You cannot toogle tabs without completing what is required on each tab

Download Employee Declaration

- A user is then required to download an "Employee Declaration"

- This will open in a separate (new) window

- User proceeds by clicking "Next"

Accept the Terms and Conditions

- User must then read the prescribed "Terms and Conditions"

- Upon reading; then user **checks** the tick box to Accept the T's and C's

- Once done, user proceeds by clicking on "**Next**"

- User can click on "**Back**" to access the previous page

Enter Employer UIF Reference Number and Company Name

- User is required to Enter **Employer UIF Reference Number**
- User is required Enter **Company Name**
- All fields marked with an asterix (*) are mandatory
- User cannot proceed to the Next screen without all the mandatory fields

Enter Banking Details or Confirm Banking Details

- New Users are required to enter Banking Details

Account holder	Bank Name
Bank Account Type	Branch Name
Branch Code	Bank Account Number

- Registered Users
  - Confirm if Banking Details are correct
  - If Banking details are incorrect; user must contact the UIF Call Centre
  - User then clicks on **Next** to proceed

Capture COVID-19 Relief Details (Part A)

- User must capture mandatory Relief Details in the fields provided below;

- All fields marked with an asterix (*) are mandatory

- Should the fields not be completed; user will not be permitted to proceed to the next screen

Uploading Supporting Documents

- Upon completion of the mandatory fields; user must upload supporting documents
- Documents must not be more than 2MB per upload
- User Clicks **Next** to proceed to the next

screen

Supporting Documents Uploaded

- Once the documents have been uploaded; the user has an option to remove if the document uploaded is incorrect
- User has the ability to go **Back** to the previous screen
- User must click on **Next** to proceed to the next screen

Confirmation

- User must check tick box to give consent
- Once its checked; user may **submit** the application
- Or the User may go **Back** to fix issues on the previous page if required;

Successful Submission

- Once application is submitted; user will then see confirmation as per below with further instructions.

Acknowledgement Email

➕ Upon successful submission of the Application; an email will be sent out to the user

Dear JUANITA TODKILL,

Please be informed we have received your application and feedback will be given after processing.

Best Regards,
The uFiling Team

Please do not reply to this email, as this address is not administered. Should you have any enquires or require assistance contact the Call Centre on 0860-345-464 or 012-3371680 option 3.

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